

Universiti Teknologi MARA

**QUALITY ASSURANCE PRACTICES IN
SOFTWARE TESTING**

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DECLARATION

I certify that this thesis and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline

OCTOBER 10, 2004

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ABSTRACT

The process of achieving quality today is complex. The cotemporary ideas of achieving quality always update. So do how quality is being practiced. Therefore, the practitioners of quality still remain transparent to most organizations. This research is intended to identify the Quality Assurance practice in software testing and examine the possible issue and barriers due the implementation. The qualitative methodology has been adopted in the research of the findings. Interviews were conducted with associated person who is involved in software development particularly in software testing. The data were collected, analyzed and presented as discussion and finding of this research. Later in this report, conclusion and recommendation made from discussion and finding in order to achieve the objective of the research.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Problem

Nowadays, people are seeking for quality product no matter how much they have to pay. Quality for the current perspective has been change and so do how quality is being practice.

Quality practices are subjective. Some are known and well recognized, others debated, and several hidden. Sometimes practices that are obvious to the observer may be transparent to the practitioner. Quality revolution starts to arise since mid 1980's. A lot of approaches of quality have been revealed. The entrepreneurs of quality philosophy such as Juran, Crosby and Deming are among the world's leading for quality theories.

In the modern view of Quality Assurance there are more sophisticated view rather than "fitness for purpose" product. Nowadays, a high quality software is one which has associated with it numbers of quality factors.